

Customer Service Update

London RTC

May 2012

Customer Service Update

1. Customer Satisfaction / Trust Visits
2. PODs
3. European Blood Alliance (EBA)
4. SP-ICE (presentation)
5. OBOS (presentation)



Customer Satisfaction Surveys

4th Quarter

- By the end of March all NHS hospitals have been visited by CSMs
- A national communication will be sent out detailing our findings
- Trust Visit will continue next financial year
- A separate satisfaction survey will be distributed

They said.... We did....



A 7 day shelf life for platelets

Electronic Interfaces

Routine weekend deliveries



More Group A & AB platelets

Revised recall process

Electronic access to test results



Extra platelets on vehicles

Extend RCI Opening hours

OBOS

Ordering a Chemical Antidote POD

via Ambulance Service



NHSBT SOP



Blood and Transplant

1. All orders must come via the Ambulance Service
2. They must phone the Colindale 'POD' Line
3. Provide details of
 - Who they are, which hospital to deliver to
 - The antidote they require
4. Colindale contacts the local NHSBT Centre
5. They prepare the product or 'POD's
6. Issue and send via 'normal' Emergency Delivery
7. Phone Hospital identified and tell the Blood Transfusion Department that the product is on the way (may be the first notification)

Project



Blood and Transplant

European Blood Alliance (EBA)

NHSBT must have new blood bag contract in place by May 2013, EBA validation will follow NHSBT timescales.

4 suppliers

Communication via User Groups, RTC and TheUpdate

Dates where packs will go to hospitals:

- 30th April 2012 to 01st November 2012
- Contract award date: 13 Feb 2013
- Contract Start date: 01 May 2013

Project

Sunquest **ICE / SP-ICE** **EDI & Database**

- RCI pilot
- RCI rollout
- H&I pilot
- H&I rollout to 30% of users
- Messaging pilot
- Withdrawal of Open Exeter

Project



Blood and Transplant

Sunquest **ICE / SP-ICE** Preparation for Roll Out

- A letter has been sent out to Caldicott Guardians.
- The information governance paperwork will be sent to transfusion laboratory managers (TLMs).
- TLMs will be asked to liaise with the Caldicott Guardians and identify the Primary Contacts for RCI and H&I.
- Completed and signed paperwork to be returned ready for the roll out at the end of July.

A logo for 'OBOS FAR FAR AWAY' in yellow. The word 'OBOS' is in a stylized, outlined font at the top. Below it, 'FAR FAR AWAY' is written in a similar outlined font, with the letters slanted to the right.

Proposals for the Future

- HLA
 - Placing orders for HLA matched products
- Reagents
 - Ordering reagents online
- Credits
 - To replace paper credit form
- Reconciliation
 - Trying to find units issued erroneously
- Non Clinical Issue
 - To issue our 'waste' products for research

Rejected 'Requests For Change' *Blood and Transplant*

Can't please all of the people all of the time

- Time order issued
 - Products can be boxed in advance, so time of despatch may not be the time leaving centre
- Tick box to indicate samples to return
 - To ensure routine delivery booked for return (if courier)
- Countdown reminder for forgotten/incorrect password
 - already get message at 3 and 4 attempts)